

CHUCK e. FOCUS

Week 7 – February 22, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Doylestown, PA #762	\$19,240	\$36,152	87.9%
2.	Placentia, CA #442	\$25,049	\$41,453	65.5%
3.	Elk Grove, CA #366	\$45,311	\$74,211	63.8%
4.	Roseville, CA #633	\$30,269	\$47,533	57.0%
5.	Poughkeepsie, NY #505	\$23,697	\$37,071	56.4%
6.	Greensburg, PA #763	\$16,688	\$24,970	49.6%
7.	Pasadena, CA #324	\$39,824	\$58,386	46.6%
8.	Las Cruces, NM #307	\$17,707	\$25,459	43.8%
9.	Diamond Bar, CA #409	\$20,589	\$29,524	43.4%
10.	Norwalk, CA #423	\$42,712	\$60,379	41.4%

Tesser Re-Models:

1.	Houston, TX #032	\$23,242	\$46,530	100.2%
2.	Indy Castleton, IN #096	\$28,028	\$50,496	80.2%
3.	El Paso, TX #852	\$24,008	\$39,740	65.5%
4.	Buford, GA #616	\$28,115	\$41,817	48.7%
5.	Foothill Ranch, CA #371	\$25,891	\$37,801	46.0%



CHUCK E. Fanaticals



a&b moments...

This was our first fundraiser with CEC. Nicole Lowder was in constant contact with me, always **willing to go the extra mile** to change a sign to meet requirements of my school district, she ensured the store was sufficiently staffed, with what could only be described as the **dream team**. It never felt like there were as many people in that store as there were, as the staff moved the crowds from food, to play, to cashing in tickets for prizes, all the while **having smiles on their faces and never allowing anyone to feel like they were a bother**. The girl Hailey at the front of the store must have been the sweetest person I have ever met. She had **so much positive energy, and that's exactly what we expect every time we enter CEC**. The Manager, Chris, was non-stop moving about the restaurant, cleaning, managing his crew, ensuring food was served, tables were bussed, and everyone was having a great time. I was so impressed with how clean it was with so much traffic. I will do this fundraiser again, and hope to have this dream team once again. It truly was my best fundraising experience yet. Thank you!

anniversaries

10 YEARS

Troy Smith ~ 637

Lisa Doherty ~ 688

5 YEARS

Allison Roberts ~ 042

Jonathan Villegas ~ 301

Timothy Nunley ~ 617

Rebecca Weissbuch ~ 785

Northeast Region
Doylestown, PA #762
RVP Chris Kelly
DM Jon Florentine
GM Christopher Lowder
FMS Nicole Lowder
Cast Member Hailey

My family went to a scheduled birthday party this evening. The staff was incredible! Every single employee there was **super nice and wanted to make sure we were having a good time**. I've been to several CEC's all over the country and this by far was outstanding. Each staff member was so helpful. The birthday host was **patient with our children and looked like she was having just as much fun as us**. Chuck E. Cheese's himself gave the birthday boy and the other children such great attention, **made for the best photos!** All the kids and adults left extremely happy. Please let the staff in Lincoln, NE know they are doing an amazing job. **A memorable birthday party for sure.**

Western Region
Lincoln, NE #568
RVP Jim Brawley
DM Denny Lynch
GM Staci Henry

I just got home from visiting the Chuck E. Cheese's in Rockwall, TX and wanted to provide some positive feedback about a particularly good experience we had with Andrew at the front register. Andrew went **above & beyond** in assisting us as we were placing our order, and he did so with a **smile and a positive attitude that was contagious**. We weren't really sure if we were going to use a coupon and buy a pizza, use a coupon to buy 30 minutes of playing time, etc. and he was not only **very patient with us** as we were making the decision, he **also provided insight and information about the buffet option and the subsequent discount** that would be provided to purchase game play. Ultimately we saved money by not using the coupons as a result of Andrew's advice and knowledge. He was **very friendly, helpful, and provided service with a smile**. My first job many years ago was at Chuck E. Cheese and I have to say, having not only worked for the organization, but also visiting many times as a guest, **I haven't experienced the level of guest service Andrew provided until today**. Thank you Andrew, for everything!

Southeast Region
Rockwall, TX #038
RVP Bill Eich
DM Eric Bargas
GM Michael Almasan
Cast Member Andrew

PIN earners



Congratulations to team Ann Arbor #334, as they award 3 of their Party Servers with Ruby Pins! Natiyah Hugan and Maha Omar both joined the Chuck E. family in 2017, while Teryn Cowling joined in 2018. Since then, all 3 of these ladies have been providing above & beyond memorable parties time and time again for our guests. These ladies always maintain the most positive attitude possible, and are in constant contact with the party parents to make sure they have everything they need. Thank you Natiyah, Teryn, and Maha for all you do. Your Ruby Pins are very much deserved!

~ Teryn was a great host! ~

~ Teryn was a great helper for my foster daughter's party. She was so accommodating and really helped me out. I could not have made a party this smooth without someone like her and she was very kind as well. Thank you! I also loved the stuffed crust pizza. What a great surprise. ~

~ Natiyah is a great host. We had a memorable party here. ~

~ My daughter had the best day ever. Her smile made this perfect. My party host was always available and helpful. Thank you Natiyah! ~

~ It was easy to work with our Party Server Maha and the experience for our birthday girl was very special. ~

~ The host was wonderful. I have had many parties at Chuck E. Cheese and she has been the best by far. ~

Congratulations to Adam Shafran and Team Redwood City #108, as they award their first Ruby Pin Earner, Angelina Lazaro! Angelina joined the Chuck E. family less than 1 year ago, and already she has soared to the top with her constant above & beyond moments. Angelina is always making sure she is within visible range of the Party Parents, and when she is not, she is sure they are aware of where she is going and when she will be back. One of her most important tasks is always making sure the Birthday Star is having the time of their life, and it will be a party they will never forget – even if it means dressing up in a certain theme! Thank you Angelina for all you do, your Ruby Pin is very much deserved!

~ Angelina did a fantastic job – we all enjoyed celebrating my daughters 6th birthday party with Angelina's help. ~

~ It was great; Angelina was an awesome party host! ~



Team Humble #105 and Frank Ramirez have done it again, as they get to award their next Ruby Pin earner, Shaylah Johnson! Shaylah joined the Chuck E. family 1 ½ years ago, and she has steadily grown each and every day with her skills and talent as a Party Server. Shaylah is constantly spending quality time with her parties and making sure they are completely taken care of. She is always singing and dancing in every show, setting an example for all other party servers around her to follow. Thank you Shaylah for all you do, your Ruby Pin is very much deserved!

~ Everything was so smooth from the pizza to cutting the cake. I got to enjoy my son's day without having to make sure everything was on time. Our host was the best. ~

~ Great party. Host was awesome. ~

~ We hosted a birthday party, and we felt that our experience was great. The venue was clean, everything was set up for us, and our birthday hostess was great. All the kids had a wonderful time. ~

Congratulations to Joe Risnear and Team Conyers #602 once again, as they award their next Ruby Pin Earner, Erica Bridgeforth! Erica joined the Chuck E. family 2 ½ years ago, and since then has been a bright spot for all parties celebrated at the Conyers location. Erica is always ensuring that the guests are always at ease. She is always checking to make sure she is up to date on all the happenings so she can answer any and all questions birthday parents might have for her. Erica loves birthday parties, so it only comes natural to her for hosting amazing and memorable parties for her Birthday Stars. Thank you Erica for all you do, your Ruby Pin is very much deserved!

~ My host Erica was patient, informative, helpful, and very sweet. This was my first reservation and she helped make it the best decision I could have made for my niece's birthday celebration. ~

~ I loved our hostess Erica she was very attentive, and patient with any questions we had. This was my first time ever doing a birthday party outside of my home and the experience was awesome. Because of her I will definitely do it again. ~

~ Erica did a great job ensuring that we had a great experience. This is our 5th time having a party here at Chuck E. Cheese's. ~





sales contest

Rock N' Pizza Roll Restaurant Sales Contest

This is the last weekend of the Sales Contest – who will come out on top?

Leading Restaurants Per District

Cindy Light

1. Long Beach, CA #769

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Rohnert Park, CA #399

Patricia Cedillo

1. San Diego, CA #441

Tim Kerum

1. El Monte, CA #428

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Northridge, CA #451

Frank Cassar

1. Langley, BC #847

Tony Reynolds

1. Anchorage, AK #589

Todd Bell

1. Springfield, MO #742

Louis Deignan

1. Henderson, NV #314

Adam Shafran

1. Redwood City, CA #108

Denny Lynch

1. Topeka, KS #961

Chad Estrada

1. Flint, MI #323

Daniel De Los Santos

1. Harlem, NY #648

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. Poughkeepsie, NY #505

Dan Bessemer

1. Scranton, PA #541

Mike Svoboda

1. Laurel, MD #087

Yuri Pena

1. Jersey City, NJ #484

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Batavia, IL #349

Ali Elali

1. Sharonville, OH #738

Richard Balboni

1. Waterbury, CT #463

Eric Montes

1. St. Cloud, MN #799

Susan Jensen

1. Charleston, WV #628

Jon Fiorentine

1. Snyder Plaza, PA #450

Dustin Gasper

1. Milwaukee, WI #842

Eric Bargas

1. Tyler, TX #031

Nestor Rivera

1. Dothan, AL #703

Frank Ramirez

1. Woodlands, TX #572

Hashem Saadat

1. Albermarle, NC #039

Anthony Chapa

1. Lawton, OK #890

Bill Pressel

1. Bandera, TX #593

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Houma, LA #706

Jim Hamblen

1. Gastonia, NC #635

Daniel Smoote

1. Waco, TX #856

Peter Panunzi

1. Sunrise, FL #434

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Athens, GA #612

Michele Beavan

1. Bowling Green, KY #567

Maurice Chandler

1. Memphis, TN #970

Leading Restaurants per Region

Southeast Region

1. Memphis, TN #970
2. St. Petersburg, FL #460
3. Sherman, TX #857

Northeast Region

1. Laurel, MD #087
2. Flint, MI #323
3. Jersey City, NJ #484

Western Region

1. Bell, CA #446
2. Layton, UT #114
3. Langley, BC #847

Leading Restaurants Company Wide

1. Bell, CA #446
2. Layton, UT #114
3. Memphis, TN #970
4. Langley, BC #847
5. Laurel, MD #087





Preventing Plumbing Issues

The primary cause of plumbing issues is food and grease in the drain lines. Do not wash waste down the sinks and floor drains. Dispose properly by putting food waste directly in the trash can.

Is the water and grease backing up?

- Through the man holes outside
 - Blocked out-going line from trap. Blockage could be in outlet or possibly pass the city line. You will need to call a plumber to open up the line.
- Through the drains in the restaurant
 - There is a blockage within the building or possibly the inlet line. You will need to call a plumber to open line
- Out of the trap itself (inside trap)
 - If the trap has been serviced recently there is a good possibility the out-going line is blocked. If this is the case, a plumber will need to be contacted.
- Your sinks are draining extremely slower than usual
 - If all of your drains are slow there is a blockage in the main line of the kitchen
 - If just one drain is slow, it is usually the p-trap for that sink

There is a strong smell coming into your restaurant

- Sewer Gas
 - If the trap has recently been serviced, the sewer gas will be flowing into the restaurant until the trap fills up with water past the inlet line.
 - If the trap hasn't been serviced recently, it is probably an evaporated floor drain allowing sewer gas into the restaurant. If this is the case, you will need to pour a gallon of water down ALL floor drains on a weekly basis to ensure water remains in the p-trap.
- Loose Toilet
 - Another reason for this problem could be caused by a loose toilet seat that is not attached to the floor. This is a very common cause of sewer gas flowing inside the restaurant.

If you have any further questions, please contact Gina in facilities at geldredge@cecentertainment.com

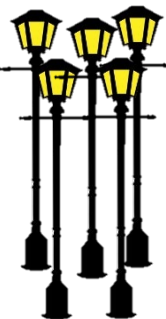


RISK
MANAGEMENT

RISK management

Tip of the Week:

Check to be sure exterior lighting is working to help ensure guest and employee safety.



PURCHASING

ECOLOGIC EQUIPMENT DISPOSAL

Good News!

The purchasing team has reached a negotiated settlement with EcoLogic!

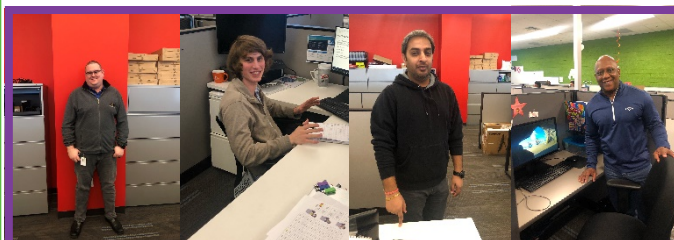
What does this mean for you?

All restaurants should **IMMEDIATELY** trash all remaining EcoLogic equipment that was removed when the Ecolab equipment was installed.

We would like to thank you in your patience during this negotiation – if you have any questions, please contact purchasing at purchasing@cecentertainment.com

KUDOS!

Shout out to the IT Team that helped upgrade all of the Call Center workstations to get them on Windows10 and PCI compliant.



Holden Stephens

Sean Moore

Jeetendar Tanwar

Robert Munnerlyn

CHUCK E. CHEESE'S HOT JOBS



General Manager

423 ~ Norwalk, CA
115 ~ Littleton, CO
434 ~ Sunrise, FL
047 ~ Springfield, IL
963 ~ Lexington, KY
794 ~ Maple Grove, MN
316 ~ Reno, NV

517 ~ Rochester, NY
840 ~ Amherst, NY
754 ~ Lima, OH
565 ~ San Antonio Stone Oak, TX
856 ~ Waco, TX
652 ~ Richmond, VA
603 ~ Appleton, WI

District Tech Manager

District Tech Manager

Blaine, MN #795

Tech Manager

108 ~ Redwood City, CA
373 ~ Gilroy, CA
414 ~ Murrieta, CA
784 ~ Vista, CA
778 ~ Naples, FL
804 ~ Jax Avenues, FL
605 ~ Savannah, GA

615 ~ Fayetteville, GA
073 ~ Matteson, IL
670 ~ Columbus, IN
401 ~ Gaithersburg, MD
478 ~ Danvers, MA
713 ~ Southgate, MI
568 ~ Lincoln, NB

332 ~ Albuquerque, NM
561 ~ Cincinnati Colerain, OH
754 ~ Lima, OH
891 ~ Tulsa, OK
970 ~ Memphis, TN
857 ~ Sherman, TX
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Sonora Village, AZ #1208

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions